Leveraging Volunteer Power for Mentoring in ICAPS Model 2
Who are we?

Refugee & Immigrant Community Services,
A division of Heartland Alliance
Agenda

- What is Heartland’s Model 2 ICAPS/IET?
- Leveraging strengths and embracing challenges
- Volunteer mentoring initiative
Students in Heartland’s ICAPS/IET can choose from 3 specializations:

- Medical Interpreting
- Child Daycare Specialist
- Microsoft Office Specialist
Who are our students?

Our ICAPS/IET targets:

- Advanced ESL learners age 18 or older and lives in Illinois
- Prerequisite: a high school diploma or (foreign) equivalent
- Scores 472 + on TABE 11/12 -R
- Has access to a computer and internet (we lend devices!)
- Is able to attend all classes
ICAPS/IET Daily routine

- Class meets online for 2 hours each day
- Students from all 3 specializations work together
- Live class: ESL instruction & workforce preparedness as a whole class or smaller “breakout” groups
- Daily homework
Workforce Preparation

- Complete online interests assessments
- Research jobs related to your interests
- Identify barriers and create a plan of action to address difficulties
- Identify a personal goal and create a SMART Goal
- Create/improve your resume
- Write an “elevator pitch”
Workforce Training

- Students meet online with instructors
- Private sector instructor partners
- Students do workforce training only with other students in same specialization
Contextualized Instruction (ESL)

- Advanced ESL
- Focus on reading & writing
- Students from all 3 specializations work together in small groups or as whole class with Heartland ESL instructor
Schedule

Classes are 4 days per week, for 22 weeks.

- Monday - Thursday
- Morning classes are from 9 to 11 a.m.
- Evening classes are from 6 to 8 p.m.

Classes are the same. Students choose the schedule that works best for them.
Model 2 : Challenges

- Limited resources
- Challenging course material for students, even with screening mechanisms in place
Model 2: What are our strengths?

- Flexible scheduling: AM & PM options
- Strengths-based philosophy of care = students bring a lot to the table!
- Culture of volunteer support
Problem statement

- Limited resources **and** students need:
  - Accountability coach & growth mindset reminders
  - Extra motivation in 1-on-1 setting
  - Networking help
Volunteer Mentoring: Structure

- Identify professionals whose values are aligned with these needs
- Provide a job description & recruit
- Introduce mentors in context (e.g. Job Panel)
- Suggest matches & provide scheduling autonomy
- Current ratio: 1:2 Mentor: Student / Goal is 1 : 1
Interested?

Contact us at VELT@heartlandalliance.org

- Heartland ICAPS/IET Info QR Code
- Transitions Appointment QR Code
Questions